

## Disable Pop-UP Blockers

**Note: The EU Health Certificate Form - DA227a works better with Internet Explorer.**

**To know what version on Internet Explorer is on your computer:**

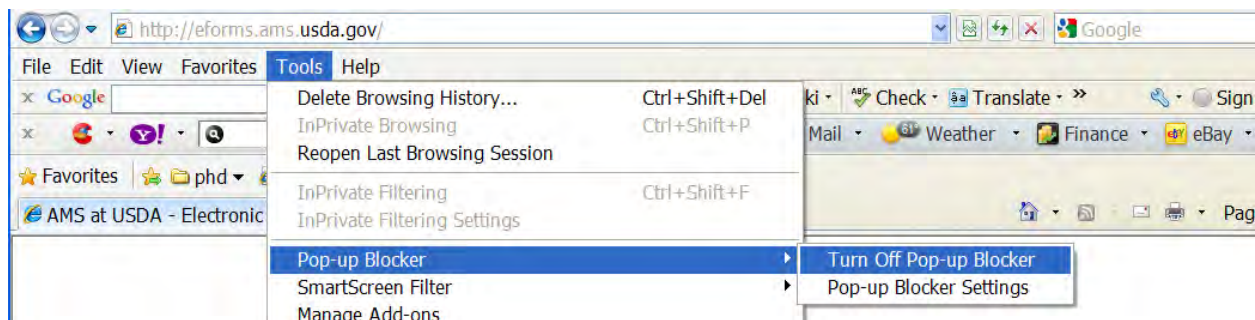
Open the internet browser – **Help- About Internet Explorer**



## Disable Pop-UP Blockers for Internet Explorer Internet Explorer 7/8

**Note:** by default , pop up blocking is enabled

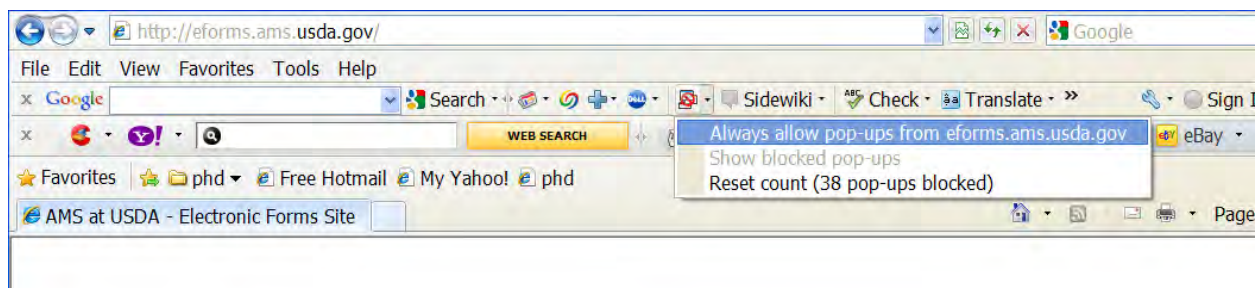
click **Tools**, then **Pop-up Blocker**, then **Turn Off Pop-up Blocker**.



If you want to add <http://eforms.ams.usda.gov/> you can add it by going to **Pop-up Blockers Settings** but first try to open the “EU Health Certificate,” form and later you can add the <http://eforms.ams.usda.gov/> site to your list

## Google Toolbar

a) Find the icon  Click - **Allow pop-ups from eforms.ams.usda.gov**



## Yahoo Toolbar



The following icon is the Pop-Up Blocker:



To disable Pop-Up Blocking, Click on the Down arrow to bring up the Menu:

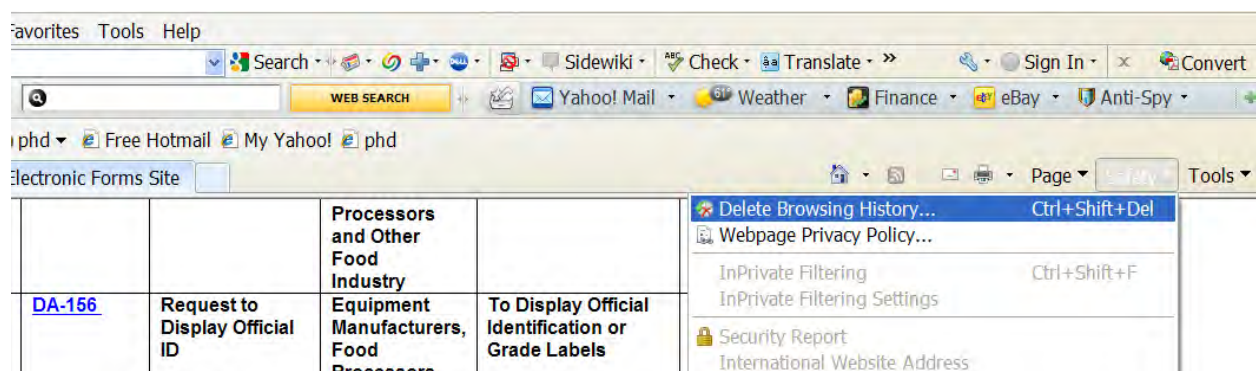


**Note:** Uncheck the entry **Enable Pop-Up Blocker**. Once this is done then the user should be able to view the program. Once they are finished watching the Program, they can go back in and recheck the entry to re-enable their Pop-Up Blocker

## How do I clear my web browser's cache and cookies? – Sometime necessary to view the AMS Forms.

### Internet Explorer 8

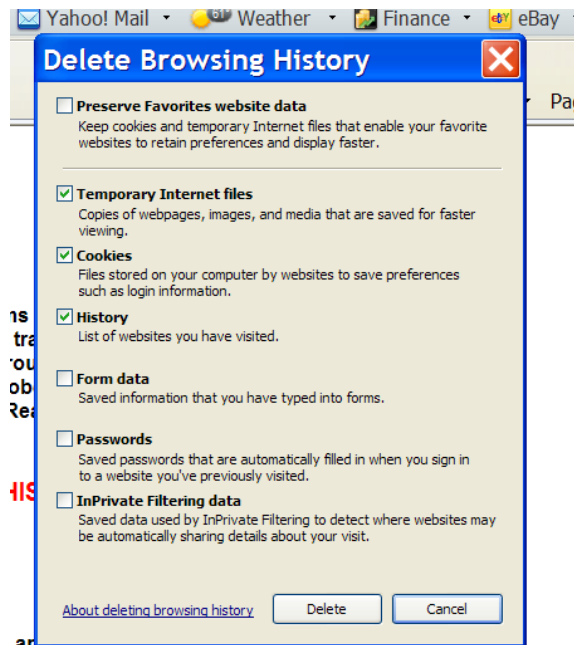
1. From the **Safety** menu in the upper right, click **Delete Browsing History**.



2. Check **Temporary Internet files**, **Cookies**, and **History**, and then click **Delete** or Select the check box next to each category of information you want to delete.

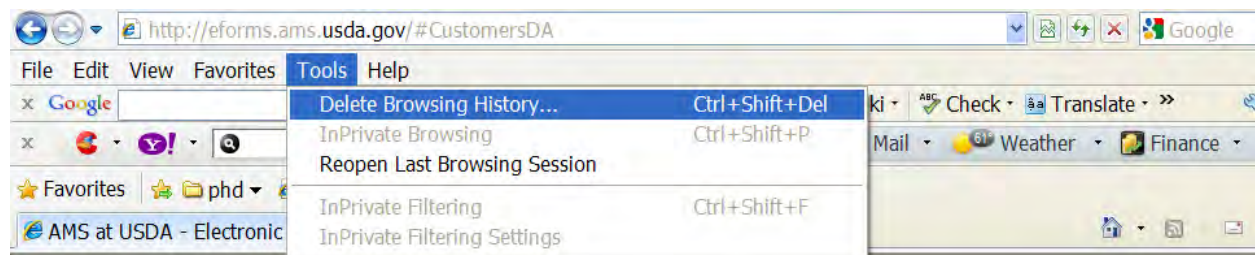
Select the **Preserve Favorites website data** check box if you do not want to delete the cookies and files associated with websites in your Favorites list.

Click **Delete**. This could take awhile if you have a lot of files and history.



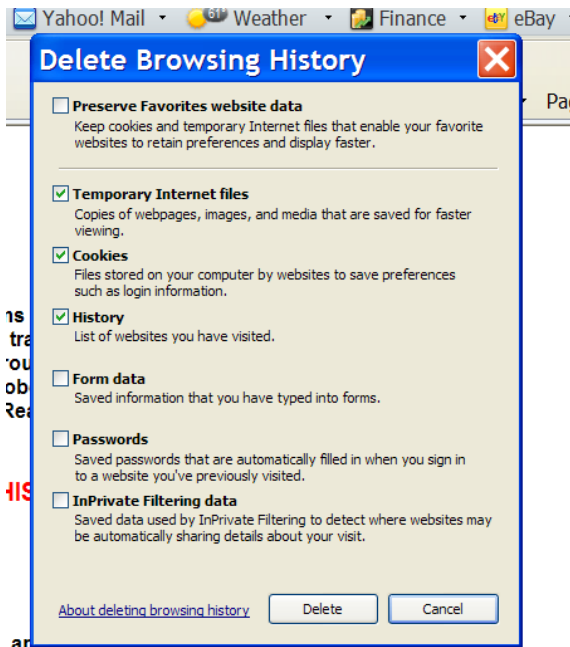
## Internet Explorer 7

1. From the **Tools** menu in the upper right, select **Delete Browsing History**.



2. Check **Temporary Internet files**, **Cookies**, and **History**, and then click **Delete** or Select the check box next to each category of information you want to delete.

Select the **Preserve Favorites website data** check box if you do not want to delete the cookies and files associated with websites in your Favorites list.



3. Click **Close**, and then click **OK** to exit.

### **Important Notes:**

You should close Internet Explorer when you're done, to clear cookies that are still in memory from your current browsing session. This is especially important when you are trying to open the EU Health Certificate –DA227a

Deleting your browsing history does not delete your list of favorites or subscribed feeds.

Also complete the form and sent it because there is a time out feature.